

# FAMILY HEALTHCARE

FALL 2023

## NEWSLETTER



*A Legacy of Healing: Dr. Espejo's 25 Years  
of Excellence at Family HealthCare*

**Providing high quality healthcare for every person.**







## Dr. Brody Maack, named North Dakota Health-System Pharmacist of the Year

The North Dakota Pharmacist's Association named Dr. Brody Maack North Dakota Health-System Pharmacist of the Year at their annual convention in Minot, ND.

Dr. Maack has been a clinical pharmacist at Family HealthCare for twelve years. He precepts pharmacy students on their ambulatory care clinical clerkship at Family HealthCare Pharmacy, operated by North Dakota State University College of Health and Human Sciences. Dr. Maack educates patients about their medications, delivers drug information to patients and providers, and assists with disease state management for patients with chronic conditions. He is also an associate professor at the NDSU School of Pharmacy and a scientist at the Center for Collaboration and Advancement in Pharmacy at NDSU.



## Tara Bowen, 2023 YWCA Women of the Year Recipient

## Lillie Lambert Honored with Friend of NAPT Award by Northland Association of Pharmacy Technicians (NAPT)

We are delighted to announce that Lillie Lambert has been recognized with the prestigious Friend of NAPT award. Lillie's outstanding contributions were acknowledged by the pharmacy community, who nominated her for this honor following her active participation in a collaborative poster session at the National Association of Boards of Pharmacy (NABT) Annual Meeting in Phoenix, AZ.

The focal point of her poster was the rich history of NAPT and the crucial milestones in the evolution of pharmacy technicians. Her presentation highlighted the significant, positive impact that this growth has had on the pharmacy profession. Lillie's work underscored the vital role played by the collaborative spirit within the pharmacy community and emphasized the importance of establishing a strong foundation of knowledge and a clear pathway for pharmacy technicians to take on advanced roles and excel within their scope of practice.



Tara Bowen, BSN, serves as the Homeless Health Case Manager at Family HealthCare's Homeless Health Clinic. A dedicated advocate for health and wellness among the homeless, Tara has earned the 2023 YWCA Women of the Year award for Health and Wellness. Her impactful contributions include building trust with the most vulnerable, supporting the nursing aspect of our quarantine during the COVID-19 pandemic, and actively pursuing certification as a Sexual Assault Nurse Examiner to provide trauma-informed care.

Tara's care extends beyond traditional settings, serving hard to reach patients in unconventional places such as elder apartments, downtown benches, and encampments. Her commitment to treating patients with dignity and respect makes her a valued member of our team. We congratulate Tara on this well-deserved recognition. We are so proud to have her on our team!





# Meet the Enrollment Team

Introducing the Family HealthCare Enrollment Team – the driving force behind our mission of connecting people to care. They've facilitated 15,522 healthcare enrollments to date, making a significant impact in our community. Certified in both North Dakota and Minnesota, the team navigates insurance intricacies, maintains coverage, and ensures affordability through the Access Plan. In 2022 alone, they provided 12,632 assists, championing health coverage for all.



## Lori Kinn, Patient Development Manager

With a health sciences bachelor's degree, a master's in healthcare admin, and two years as a Peace Corps health educator in Morocco, Lori brings a robust and diverse skillset to the Enrollment Team. Having dedicated a decade to Family HealthCare, starting as a YMCA Health Coach, she now thrives on building impactful teams. Beyond work, Lori's all about family, camping adventures, movie nights, and special trips back to Morocco to visit her in-laws.



## Nichole Francis, Insurance Specialist

Nichole, with 14 years at Family HealthCare, gracefully balances part-time work from home while homeschooling her 6-year-old son. Originally from West Fargo and with experience in Kansas City, she is a certified navigator in North Dakota and Minnesota. Nichole is passionate about being a voice and advocate for clients in navigating health insurance. She finds joy in one-on-one patient interactions and is excited by the positive impact her work has on people. Nichole values long-term patient relationships, and enjoys reading, family time, and being a teacher for her son.



## Bhanu Adhikari, Enrollment Specialist

Bhanu has worked at Family HealthCare for over eight years as an Enrollment Specialist. He is originally from the Kingdom of Bhutan and has lived in the Fargo/Moorhead area for fourteen years. A certified navigator, Bhanu has a Bachelor of Arts degree, and is driven by his passion for helping and educating New Americans about health care options. In his spare time, Bhanu enjoys reading historical books and playing soccer with his kids.



## Lynne Isaacson, Enrollment Specialist

Lynne is originally from Minneapolis, Minnesota but grew up in Southeast Idaho. She has lived in the Fargo/Moorhead area for twenty-two years. Lynne enjoys hiking, walking with her dog, and gardening in her spare time. She also enjoys watching the Minnesota Twins.



## Kula Noah, Enrollment Specialist

Originally from Monrovia, Liberia, Kula arrived in the United States at the age of three. After growing up in Minnesota, she sought a fresh start in Fargo five years ago. Equipped with an associate degree in Human Science, Kula's job satisfaction comes from making medical care affordable for those in need. In her free time, she enjoys experimenting with new recipes and indulging in binge-watching sessions of anything scary or mystical.



## Samantha Poehls, Enrollment Specialist

A North Fargo native, Samantha has been with Family HealthCare for nearly four years. She started in the call center and recently joined the enrollment team. With a degree in American Sign Language and a passion for people, she loves making a difference in the lives of patients. A devoted mom, Samantha centers most of her time and hobbies around her eight-year-old daughter. In her personal time, Samantha finds joy in reading and painting.



## Erika Rodriguez, Enrollment Specialist

Starting in Patient Services and eagerly jumping over to the Enrollment Team, Erika has been with Family HealthCare for over eleven years, fueled by her drive to help patients overcome barriers to healthcare. Originally from Texas, Erika and her family migrated to this area yearly as farm workers until she moved permanently to Moorhead, MN in 1998 after graduating high school. In her downtime, Erika thrives on family and friend time, immersing herself in nature, DIY and organization projects, reading, and meditating.



# Dr. Espejo Q&A

## A Journey in Medicine & Community Care

### WHAT INSPIRED YOUR JOURNEY INTO THE MEDICAL FIELD? WAS IT A CHILDHOOD DREAM OR A REALIZATION THAT CAME LATER IN LIFE?

Oh, no, I never thought of becoming a doctor. I'm not a generational family doctor or anything. When I finished college, I went to the ministry. I went to the seminary – so that was what my first intention was. My bishop couldn't send me to a good seminary, so he sent me to a not very good one and I got pretty bored. So, I was bored, and I asked the bishop to send me to a good seminary, but he didn't have money. My family didn't want their only son to become a priest, so, I took a break from the seminary.

During that break is when I met who became my wife later. So, it was this girl from Fargo who came to Peru on a mission. Then I was out of seminary, I was dating this girl, and then, my parents said well, now you left the seminary and you have to do a real thing. They thought the seminary was not real. Well, I said, I'll just go back to school. I was planning to be a social worker but in Peru male social workers never get a job. So, I said, well, I think I will just go to medical school. And I studied, passed the tests, and got in.

I always knew that I wanted to work with people, that was the main motivation. I wanted to have direct contact with people. In the ministry, social work, or medicine, you know, my motivation has always been helping people. And I can tell you, that is how I live. I am fascinated by the dreams, hopes, successes, and struggles of my patients. To me, medicine is just a tool to be able to work with people and help them. I enjoy the technicalities of medicine, but that's not the main reason why I'm a doctor. Being a doctor enables me to help people, and I believe in the power of healing. Medicine, to me, is a great avenue for making a positive impact.

### CAN YOU TELL US ABOUT YOUR EXPERIENCE COMPLETING YOUR RESIDENCY AT FAMILY HEALTHCARE?

I started my residency in 1995. I came from Peru a couple years earlier, but I didn't know English when I moved to Fargo. I had to learn English and take the test for the board, so it took me a couple years.

It was a challenge for me because my English wasn't great. Imagine you had to write a medical history during a physical, but you don't understand what the person is saying. Basically, baptism by fire – I learned the language in 3 or 4 months, and I was understanding all the jargon, but it was stressful.

Then, gradually I moved into the outpatient setting, which I really enjoyed. During my residency, I focused on obstetrics and OB-GYN and neonatal care. I was planning to go back home. In Peru, mothers and children are the most in need so I was really tailoring my training to go back home and practice. I did tons of rotations in obstetrics and neonatal care. Then, in my third year I was planning to do a maternal and child fellowship at the Mayo Clinic in Rochester, MN.

Toward the end of my residency, my wife got diagnosed with cancer. That changed all my plans. I decided to stay because her family was in Fargo, and we had a good support group. At this point in 1998, I was offered a job to help teach and see patients at Family HealthCare and I've been here ever since.

Laura, Dr. Espejo's wife, passed away after battling cancer for two years. He remained in Fargo with his four children to stay close to their mother's family who has always been so supportive and caring. In 2003, Dr. Espejo married Marlene.

### WHAT ARE SOME OF THE BIGGEST CHANGES YOU'VE SEEN AT FHC SINCE YOU'VE BEEN HERE?

We used to have a tiny clinic. I think at that time we had 6,000 patients and now we have over 17,000 patients. The size has grown dramatically.

### WHAT DO YOU THINK HAS BEEN THE MOST SIGNIFICANT TECHNOLOGICAL ADVANCEMENT IN THE PAST 25 YEARS?

Electronic Medical Records (EMR) would probably be the most dramatic change in clinical practice for us at Family HealthCare. It was a game changer for most physicians. Unfortunately for me, the most challenging thing (and everyone already knows this) is electronics and doing things on the computer. In patient care, putting medical records on the computer is the most difficult part of being a provider for me.

### WHAT SETS FHC APART FROM OTHER CLINICS?

The emphasis is on serving the most vulnerable in our community. I wouldn't be here if Family HealthCare didn't believe in helping the most vulnerable. I know leadership cares about the patients and the community. So, I think patient care is always at the top of our minds and everyone here cares about that. The big hospitals are great, but if they have more cash, they will save it. When we have more cash, we try to help more people, even if we get into a venture where we don't make any money. If we know a service will need to be subsidized, we will still offer it because my heart says, 'We need to do that!' The community needs that!

### HOW HAVE PATIENT DEMOGRAPHICS CHANGED OVER THE PAST 25 YEARS?

When I started it was the end of the influx of Vietnamese refugees. Then we served a lot of Kurdish, Bosnian, Somali, and Bhutanese refugees throughout the years. We've been focused on refugee health for many years. With each war we have more immigrants and refugees from other countries. When I first started patient care was very fragmented. We'd have families of eight and we'd have to split them up to see different providers.

Now, we prioritize what is more convenient for the patient. We've standardized everything and now have a couple providers who specialize in refugee health to make sure everything is done consistently. We started doing group clinics because sometimes patients come late and suddenly you have eight patients showing up at ten in the morning. In the past, if that happened, they would just be sent home and be forced to reschedule. That isn't right. We must see them. Those are the changes we've made over the years with priorities. You must adapt to the community you are serving, not expect the community to adapt to you.

As a civil surgeon, Dr. Espejo conducts medical exams on immigrants and refugees regularly. Those seeking permanent residency or certain types of visas are required to have an examination and the doctor must be certified by the United States Citizen and Immigration Services (USCIS). Dr. Espejo is one of only two civil surgeons in Fargo and there are only five total in the entire state of North Dakota.

### WHEN YOU THINK ABOUT YOUR YEARS HERE, WHAT IS THE MOST REWARDING THING ABOUT WORKING AT FHC?

When patients take charge of their own health. I always believe that healthcare, medicine particularly, is a coaching job. My job is to offer options to the patients. And once they take ownership, it really changes everything. What I love the most is that transition into owning their health.

### WHAT IS YOUR FAVORITE MEMORY FROM FAMILY HEALTHCARE OVER THE PAST 25 YEARS?

One of my most personally rewarding experiences throughout the years was caring for a patient who had triplets. Now, even though primary care should not be taking care of triplets, she couldn't move much, so I went to her home. She only spoke Spanish. She and her husband are still my patients. The other thing is, now I delivered babies of the babies I delivered. So, I also delivered the mom of some of the babies which is very rewarding!

### TELL US ABOUT YOUR FAMILY.

I have four kids. My oldest is going to have a baby next week. I am going to Zambia next Sunday to visit her. This will be her second child. Then I have 3 boys, one in Denver who has one son, one in Tuscan who has one son, and one in Fargo who is single. I am going to have 4 grandsons, no granddaughters.



### WHAT DO YOU LIKE TO DO IN YOUR SPARE TIME?

I like running, hiking, kayaking, reading, singing, and playing the guitar. And I do it regularly - running three times per week, playing the guitar for at least 30 minutes a day. It relaxes me.

### DR. ESPEJO, AREN'T YOU ALSO A GOOD DANCER?

I'm not a good dancer, not for Latina standards. Not for where I come from. I always joke that I went into medicine because I couldn't dance. I am decent because I come from a very joyful rhythmic community that likes to party and dance. But for those standards, I'm below that, the average, definitely, yeah.



# Family HealthCare Receives \$400,000 Grant Award from Direct Relief’s Fund for Health Equity

Family HealthCare received a \$400,000 Grant Award from Direct Relief’s Fund for Health Equity to enhance the behavioral health services program. Through this generous funding, we increased the behavioral health programs available at Family HealthCare by adding social and community health workers to the team, allowing us to double our current capacity to provide services to patients with behavioral health needs. These additions to our team have been instrumental in expanding the reach and impact of our behavioral health services. Together, with Direct Relief’s support, we are making a lasting impact on the well-being of individuals and families in our community.

“We are pleased to bolster the indispensable work of Family HealthCare and other grassroots organizations striving to reduce disparities and increase equity in vulnerable populations across the United States,” said Dr. Byron Scott, MD, MBA, Co-Chair of the Fund for Health Equity and Board Director of Direct Relief and Chair of its Medical Advisory Council. “It is a privilege to promote and support these organizations that are deeply connected to the communities they serve, know best what their patients and communities need, and the most effective means of providing it.”



## Renewed Recognition

Family HealthCare achieves renewed recognition for the next year as National Committee for Quality Assurance (NCQA) Patient-Centered Medical Home (PCMH) for the downtown Fargo and south Fargo clinics.

"NCQA Patient-Centered Medical Home Recognition raises the bar in defining high-quality care by emphasizing access, health information technology, and coordinated care focused on patients. Recognition shows that Family HealthCare has the tools, systems, and resources to provide its patients with the right care, at the right time," said NCQA President Margaret E. O’Kane.



# Family HealthCare Homeless Health Services receives Blue Cross Blue Shield of North Dakota (BCBSND) Caring Foundation’s Community Champion Award

The Community Champion Award recognizes high-impact community partners working to improve health equity, fill gaps in health care and ensure health access in their communities.



The Community Champion Awards were inspired by the findings of the Caring Foundation's study on Social Determinants of Health in partnership with the Center for Social Research at North Dakota State University. The study reveals several persistent economic and social disparities in North Dakota that require community driven solutions to address.

## Governor Burgum signs Senate Bill No. 2155

Governor Burgum signed Senate Bill No. 2155 (SB 2155), which will provide a direct allocation of two million dollars in state funds to the health centers in North Dakota over the next two years and provide a study on the possible expansion of Federally Quality Health Centers (FQHCs) in North Dakota. SB 2155 will provide grants to support the sustainability and development of services at community health centers like Family HealthCare. The bill also calls for a legislative management study regarding how the number of community health centers in North Dakota may be increased and how to improve collaboration with local public health units.



## EXPANDING DENTAL ACCESS

# Significant Contributions Boost Family HealthCare's Moorhead Dental Expansion Project

In a remarkable show of support, Family HealthCare's Moorhead Dental Expansion Project has received substantial financial support from the Warren B. and Geneva L. Anderson Family Foundation and the Otto Bremer Trust. These generous donations will significantly impact our mission to provide accessible and comprehensive dental care to the Moorhead community.

The Warren B. and Geneva L. Anderson Family Foundation has donated \$250,000, and The Otto Bremer Trust has given a \$200,000 grant award. These funds will double our dentistry working spaces from seven to fourteen and introduce a dental education program, opening doors for an additional 3,000 patients annually. Currently, around 9,000 patients rely on us for dental care, and the demand exceeds our capacity, leaving 2,500 patients, including the most vulnerable, waiting for vital care.

Dr. Matthew Eaton, Dental Director at Family HealthCare, expressed gratitude for both contributions, emphasizing that they will greatly benefit uninsured and underinsured families.

We extend our heartfelt thanks to both contributors for their unwavering support, as these donations are more than financial assistance; they are a testament to the power of our shared mission. Together, we take a momentous step toward realizing our vision of accessible and comprehensive healthcare for all in our community.

# Family HealthCare receives grant award from the Alex Stern Family Foundation

Family HealthCare received \$5,000 from the Alex Stern Family Foundation to support the In-School Dental Surveillance and Sealant Program. This program has three main objectives – Surveillance, Prevention, and Education.

Since its inception in 2016, the In-School Dental Surveillance and Sealant program has expanded its reach to eight schools throughout the Fargo-Moorhead area. By offering comprehensive services, education, and prevention, we are impacting over 1,000 children's dental health, overall well-being, and academic success.

We are grateful for the support of the Alex Stern Family Foundation and their commitment to improving the lives of children in our community.

# Family HealthCare receives grant award from the Swanson Cares Foundation



Family HealthCare received \$2,500 from the Swanson Cares Foundation to bolster our dental clinic operations. We are deeply appreciative for this gift and its potential to positively impact a significant number of patients.

# Family HealthCare receives grant awards from FM Area Foundation and Cass County Electric Cooperative Foundation

Family HealthCare is humbled to receive grant awards from FM Area Foundation and the Cass County Electric Cooperative Foundation. The grant funds will play a significant role in purchasing dental equipment specifically for root canal therapy treatment. This investment will enable our dentists to double the number of root canals performed each day, ensuring that more patients receive the necessary care they need.

We are grateful to be part of a generous community that makes it possible to serve patients in this meaningful way.





# Your Donation Makes A Difference

*We Need Your Help to Offer Quality Healthcare to Every Person*

## DONATION

Family HealthCare depends on donations from people like you to provide a wide variety of services, from general medical exams and x-rays to vision and dental care. We need your help to make sure our efforts go even further and continue our mission of providing affordable quality healthcare for every person.

To donate securely online, visit our website.

## HOW TO GIVE

### Online

[www.famhealthcare.org/donate](http://www.famhealthcare.org/donate)

### Contact Us

Email: [jsorby@famhealthcare.org](mailto:jsorby@famhealthcare.org)  
Phone: 701-551-2450

### Mail

Family HealthCare  
Attn: Julie Sorby  
301 NP Avenue  
Fargo, ND 58102

# \$25

donation will provide  
**ONE COMPREHENSIVE HEALTH  
CARE PATIENT VISIT.**

# \$40

donation could give a  
**CHILD HIS OR HER FIRST  
DENTAL EXAM.**

# \$100

donation would cover all  
**CHRONIC CARE  
APPOINTMENTS FOR AN  
ELDERLY DIABETIC PATIENT.**

*A donation of any amount is appreciated.*

## Family HealthCare Board of Directors

### Big Decisions Are Best Made From Multiple Points of View

Steve Skoblik, BA - President  
Tonya Sirleaf, BS - Vice President  
Kyle Dorow, CPA - Treasurer  
Janet Drechsel, MSN RN - Secretary  
Melvin Whitney Jr., BS  
Melissa Longtine, M.Ed.  
Saurav Dahal, MPH  
Dave Wambheim, M.Ed.  
Debra Kukowski, JD  
Dia Sanders, RN  
Chelsea Traverse, MD

### Become a Board Member

Learn more about how to apply  
Call: 701-551-2450 Email: [jsorby@famhealthcare.org](mailto:jsorby@famhealthcare.org)

## The Family HealthCare Qualified Endowment

### Make an Even Bigger, More Lasting Difference

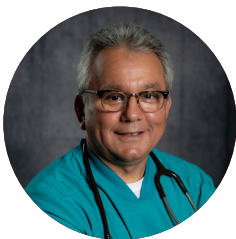
Did you know there is a way you can make an even bigger, more lasting difference? With significant tax savings, you can give more and give forever. Through the North Dakota Charitable Income Tax Credit, you can claim a credit of 40% on a minimum donation of \$5,000 to a qualified endowment; Family HealthCare has such an endowment set up at the FM Area Foundation. This credit is on top of the savings you can receive on your federal return by itemizing your qualifying charitable donations.

If you'd like to learn more about the 40% tax credit and how you can turn this year's giving into a forever gift, please contact Julie Sorby at 701-551-2450 or [jsorby@famhealthcare.org](mailto:jsorby@famhealthcare.org).

## Meet our **Team of Providers**



**Arden Beachy**  
MD



**Napoleon Espejo**  
MD



**Kelly Polcher**  
FNP-C



**Mary Sprague**  
FNP-C



**Rachel Ostlund**  
DNP APRN, FNP-C



**Kara Kniert**  
DNP, APRN, FNP-C



**Elizabeth Mehus-Waller**  
FNP-C



**Chad Schlitz**  
APRN, FNP-C



**Jeen Philip**  
FNP-C



**Sarah Frautenberg**  
NDP, FNP-C



**Kelsey O'Harris**  
Certified Nurse Midwife



**Meghan Dockter**  
Certified Nurse Midwife



**Tanya Baity**  
Certified Nurse Midwife



**Whitney Johnson**  
MSN, PMHNP-BC, PMH-C



**Sue Korman**  
MSSW, LICSW



**Josie Schmidt**  
MSW, LCSW



**Brody Maack**  
RPh, Pharm D CTTS Clinical Pharmacist



**Anna Miller**  
Doctor of Optometry



**Pamela Leino Mills**  
Lifestyle Medicine Provider

**Kayli Gross**  
DNP, APRN, CNP, FNP-C

## Family HealthCare Receives Five Awards

Family HealthCare is honored to be the recipient of five Quality Awards from Health Resources and Services Administration (HRSA). HRSA issues Community Health Quality Recognition (CHQR) badges to recognize awardees that have made notable quality improvement achievements in the areas of access, quality, health and equity, and health information technology. In addition, COVID-19 badges recognize health centers who provide COVID-19 vaccinations or testing to the largest percentage of patients.

We are grateful to have been awarded in the following categories:







301 NP Avenue, Fargo, ND 58102  
701-271-3344

[www.famhealthcare.org](http://www.famhealthcare.org)

## CONTACT AND LOCATIONS

### Main Clinic & Pharmacy

301 NP Avenue  
Fargo, ND 58102

**MONDAY – FRIDAY**

**Clinic:** 701-271-3344  
7:30 am – 5:00 pm

**Dental:** 7:00 am – 5:30 pm

**Pharmacy:** 701-271-1495  
9:00 am – 5:00 pm

### Homeless Health Services

Engagement Center  
222 4th St N.  
Fargo, ND 58102

701-271-3344

**MONDAY – FRIDAY**  
8:00 am – 12:00pm

### South Fargo Clinic

4025 9th Ave. S.  
Fargo, ND 58103

**MONDAY – FRIDAY**

**Clinic:** 701-271-3344  
8:00 am – 5:00 pm

**Pharmacy:** 701-271-1495  
9:00 am – 12:00 pm  
1:00 pm – 5:00 pm

### Valley City

City-County Health District  
415 2nd Ave. NE., Valley City

701-271-3344 (main office)

Telehealth appointments  
available

### Moorhead Dental

715 North 11th Street, Suite 106B  
Moorhead, MN 56560

701-271-3344

**MONDAY – FRIDAY**  
7:00 am – 5:30 pm



### Get Involved

Become a Family HealthCare patient or volunteer. Visit us and tour our facility, or use it for service club meetings or other organizations.

[www.famhealthcare.org](http://www.famhealthcare.org)

